

Major Accounts Program Specialist

ePromos Promotional Products

St. Cloud, Minnesota: Accepting remote applications

ePromos is in St. Cloud Minnesota but we are accepting remote applications.

Why ePromos?

ePromos has been the industry's leading distributor in the promotional space for over 20 years having pioneered many of the e-commerce practices which are commonplace today. Our award-winning website combined with our sales strategy, service capabilities and enterprise-level solutions set us apart and form the special sauce that is ePromos Promotional Products, LLC. We have a unique culture—one that consists of a flexible and collaborative workforce spread across the country. Our values are strong with a deep-rooted emphasis on giving back as part of our ePromos Cares mission. Together, we have worked year-after-year to continuously raise our standards and strive for growth—each year learning and adapting to what's ahead.

What's the role?

The Program Specialist (PS) is responsible for acting as the liaison between Clients and ePromos. The PS must coordinate and communicate with the Client, internal departments and outside suppliers daily to ensure accurate delivery of the solution sold to the Client. The Program Specialist will provide the Client's with idea/solution generation, product research, quoting, artwork, and presentations when necessary. The PS will be accountable for merchandising, order entry, inventory management, timeline management, expense management, and on time delivery. The PS will perform follow-up with suppliers and Client to ensure timely shipment of product and customer satisfaction. The PS will assist the Senior Account Manager in day-to-day tasks, as well as with the placement of orders, refunds, exchanges and other queries in both the OTS and the BriteStores platforms. The Program Specialist should be comfortable resolving Client complaints via phone or email. Decisions of this role directly effect the company's gross profit and revenue growth.

Tasks included but not limited to:

- Serves as a liaison and primary point of contact for cross functional partners/brands and working with the SAM to evaluate, prioritize, develop, manage, implement and test all online company store initiatives.
- Oversees the user experience of assigned Program websites including site navigation, content development, online sales funnels and online promotional campaigns.

- Aid the SAM in performing inventory analysis, work with Program Support Coordinator to place inventory orders and to ensure proper inventory turns to ensure the company's bottom line requirements are being met.
- Utilize ePromos Preferred Supplier Program in merchandising process; create and update a core items collection in which to merchandise Programs. Complete Co-Op forms for all product SKU's used in Programs.

Skills and education Required:

- Bachelor's Degree.
- 3+ years marketing experience and/or training; or equivalent combination of education and experience.
- Experience with management of clients, as well as suppliers preferably in the Promotional Products Industry.
- Knowledge of how promotional products are utilized.
- Knowledge of how internal decisions are made in major accounts / large companies.
- Strong judgment and decision-making skills; ability to identify, prioritize, and articulate highest impact initiatives.
- Ability to make decisions regarding company profitability.
- Experience with eCommerce projects.
- Experience with B2B and B2C eCommerce.
- Knowledge of eCommerce technology and web analytics.
- Proficient in all technology solutions offered by ePromos.
- Strong verbal and written communication skills.
- Ability to communicate directions and expectations clearly and efficiently.
- Ability to manage and prioritize a multitude of projects simultaneously.
- Excellent time management and organization skills.
- Extremely high attention to detail.

Ability to work in a fast-paced environment and problem solve.

The Perks:

- A competitive salary.
- A comprehensive benefits package including PTO, medical, vision, dental, and 401k with match.
- An engaging work life. You will have access to ongoing training programs and networking opportunities.
- A fun, positive work environment.
- Growth opportunities. We're growing and you'll grow with us if you prove to be a valuable member of our team!
- The ability to work remotely

